

R.19-02-012 TNC Access for All Workshop

Lyft Access



May 2nd, 2019



Issues

- **Geographic Areas**

- How should WAV demand be evaluated?
- Should geographic areas be designated at the municipal level (e.g. city/county), regionally, or at another level?

- **Access Fund Fee**

- What is the appropriate per-trip fee amount?
- How should the fee be presented to consumers?

- **TNC Remittance Offsets**

- What should be considered as an “improved level of service?”
- How should “reasonable response times” be calculated?
- What other criteria for an offset should be satisfied by TNCs?
- What data should TNCs report in connection with being granted an “offset”, and should that data be made publicly available?

Geographic Areas

Considerations

Summary:

Lyft believes that the determination of geographic regions should take into consideration the following: 1) TNC's **current operating parameters** per region, 2) **actual demand (need)** for services, and 3) **straightforward and contiguous geographies** for consumers to enjoy and understand the service.

Factors to Consider:

- Population Size and Density
- Geography Characteristics
- Elder and Disabled - Total Population and Density
- Healthcare and Social Assistance Receipts/Revenues
- Vehicle Congestion Volume Capacity



Geographic Areas

Lyft's Recommendation

Due to each county's unique characteristics and the interest of delivering the best experience to riders using fixed-frame wheelchairs, the Commission should:

- **consider variations in geographic area when establishing service level requirements to ensure that such requirements are both meaningful and achievable**
- **allow qualification for offset and exemption of Access Funds on a per-county basis.**

The Commission should retain the flexibility to make adjustments as necessary to achieve the goals of the statute.

Access Fund Fee

Access for all Fund

The surcharge amount should be \$0.05 per ride

- Lyft agrees with the Legislature that the **default determination** of a fee should be \$0.05.
- Any deviation from the \$0.05 should be determined by **empirical data points** of providing service in a given area.
- Given the current **lack of demand data**, we cannot project actual program costs at this time.
- Fees imposed in other non-California cities likely **do not accurately** reflect the cost of providing WAV service in California geographies.
- The Commission should avoid imposing an arbitrary Access Fee that must be **passed on in full** to consumers, including low-income individuals.

TNC Remittance Offsets

Offset Mechanism

Improvement should be measured with a holistic lens on a market-by-market basis with an eye towards a variety of performance metrics that improve the rider experience. e.g. supply availability, program maturity. Improvement is **measured relative to TNC's performance** in prior quarters.

Response Times should be one of many characteristics to be considered in evaluating program performance. Response time should be measured from time of rider request → time of driver arrival. Calculation should consider other uncontrollables such as: Passenger Cancellations, Demand Off - Hours, Passenger No-Shows, Malicious Rider Behavior, Current State of WAV Supply Availability and Rider Sessions. **Response Times** should be measured over a period of time that provide statistical confidence of performance.

Data provided should be in line with current **CPUC reporting requirements**.



Thank you

May 2, 2019